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ROUTING AND RECORD SHEET

SUBJECT: (Optional)

FROM:

ICS/PERS

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NO.

DATE

19 September 1984

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.

~~Los/CIRC~~

2.

I'd like to attend 18 Oct
Soldier Class in Silver Spring

3.

I'd like to attend
BJ - Nov 13 class in Arlington

4.

I'd like to attend the
Diana 18 Oct class in Silver Spring

5.

I'd like to attend
Jane - 18 Oct class in Silver Spring

6.

Ray

7.

Please route the attached to all secretaries in the unit. Any secretaries that wish to participate in the one-day Secretarial Seminar, which will be held in the Washington area on 17 & 18 October and 13 & 14 November 1984, should complete a Form 136 and forward it to Evelyn in the Personnel Office as soon as possible.

ICS Training Officer

KEYE PRODUCTIVITY CENTER

presents

THE SECRETARIAL SEMINAR

...FOR SECRETARIES—ADMINISTRATIVE
ASSISTANTS—EXECUTIVE SECRETARIES—
OFFICE MANAGERS—AND OTHERS
OCCUPYING SIMILAR POSITIONS

ONE
DAY
SEMINAR

\$96

SATISFACTION
GUARANTEED

New for 1984
Coming to You

Baltimore, Md	Oct 15
Baltimore, Md	Oct 16
Baltimore, Md	Nov 12
Cambridge, Md	Oct 15
Cambridge, Md	Oct 16
Chesapeake, Va	Oct 16
Chesapeake, Va	Nov 15
Chesapeake, Va	Oct 17
Chesapeake, Va	Oct 18
Chesapeake, Va	Oct 18
Chesapeake, Va	Nov 16
Chesapeake, Md	Oct 15
Chesapeake, Va	Oct 17
Chesapeake, DC	Oct 17
Chesapeake, DC	Oct 18
Chesapeake, DC	Nov 13
Chesapeake, DC	Nov 14

THIS SEMINAR WILL SHOW
YOU HOW TO:

- ☒ Build your confidence in dealing with difficult people.
 - ☒ Get more work done in less time so you don't have things hanging over your head.
 - ☒ Arrange your daily work schedule.
 - ☒ Influence others without offending.
 - ☒ Form a perfect team with your boss.
- AND, MOST IMPORTANT—
- ☒ How to look forward to coming to work each day.
 - ☒ How to go home feeling AT EASE!

...AND SO MUCH MORE!

A FRESH LOOK AT THE
IMPORTANCE OF THE SECRETARY

CALL TOLL-FREE
1-800-821-3919

Five powerful skills that every successful secretary has mastered

THE FIRST SKILL

Understanding how to get along with people—
by understanding *themselves*—as well as others.

THE SECOND SKILL

How to handle those "impossible" jobs for which
there is simply "no time".

THE THIRD SKILL

Looking at their work as part
of an overall organizational goal.

THE FOURTH SKILL

Realizing the importance
of the word "team".

THE FIFTH SKILL

Paying attention to detail—perfecting their technical
skills as they go—being in control at all times.

Keye Productivity Center
is presenting a one-day
seminar, in a con-
venient location, that reveals
how you can master these 5
special skills—plus over 70
additional tips and specific
"how-to's".

The cost is just \$96 per
person.

\$96

Why a seminar for secretaries?

Our continuing work through the years with American business has shown, unmistakably, that those companies which are most successful are blessed with capable, competent secretaries, administrative assistants, executive secretaries, office

managers—in short, “executives—behind-the-scenes” who, actually, are the **UNSUNG HEROS.**

Studying their secrets—sharing their innovative techniques—and arranging all this into a one-day seminar has been a challenge.

But it has been accomplished. And now—you can attend this fast-paced super-concentrated presentation of the best secretarial

ideas we've come across in all our years of business experience.

If all this leads you to believe that we know our business, you're right—Keye Productivity Center's **SECRETARIAL SEMINAR** was developed by people who've organized more than 6,000 seminars for over 300,000 people in the last ten years.

Call toll free 1-800-821-3919 for instant reservations

or our regular number 913-642-0071

Yes, I want to register for **THE SECRETARIAL SEMINAR.** I am enclosing a check to cover registration fees for all those listed on this coupon. Please enroll those listed in the following sessions:

- ☐ K1612 Oct 15 Baltimore, Md
- ☐ K1613 Oct 16 Baltimore, Md
- ☐ K1624 Nov 12 Baltimore, Md
- ☐ K1619 Oct 15 Cumberland, Md
- ☐ K1618 Oct 16 Hagerstown, Md
- ☐ K1622 Oct 16 Norfolk, Va
- ☐ K1627 Nov 15 Norfolk, Va
- ☐ K1620 Oct 17 Richmond, Va
- ☐ K1621 Oct 18 Richmond, Va
- ☐ K1616 Oct 18 Roanoke, Va
- ☐ K1628 Nov 16 Roanoke, Va
- ☐ K1623 Oct 15 Salisbury, Md
- ☐ K1617 Oct 17 Staunton, Va
- ☐ K1614 Oct 17 Washington, DC (Arlington)
- ☐ K1615 Oct 18 Washington, DC (Silver Spring)
- ☐ K1625 Nov 13 Washington, DC (Arlington)
- ☐ K1626 Nov 14 Washington, DC (Bethesda)

Register early! Please check seminar of your choice. Include seminar number and date on your check.

Was telephone reservation previously made?

☐ Yes ☐ No.

(please type or print)



Organization _____

Address _____

City _____

State _____

Zip _____

Area code and phone _____

Names of attendees:

1. _____
2. _____
3. _____
4. _____

List additional people on a separate sheet of paper.

Enclose check and mail to:
KEYE PRODUCTIVITY CENTER
P.O. Box 23192
Kansas City, MO 64141

☐ Check here if you'd like more information on other Keye Productivity Center seminars.

Registration fees.

Registration fees for **THE SECRETARIAL SEMINAR** are \$96 for each person. Fees include guidebook and all reference materials. You're free to eat lunch wherever you choose. Special discount of up to 50% for groups of 34 or more when seminar is held exclusively for your company! Call our in-house seminar director for information.

Cancellation Policy:

Registration fee less a \$15 service charge per person will be refunded if cancellation is made more than one week in advance. If less than a week prior to the seminar, a "credit certificate" will be issued upon request, redeemable as registration fee for any future Keye Productivity Center seminar. A Div. of Path Management Industries, Inc.

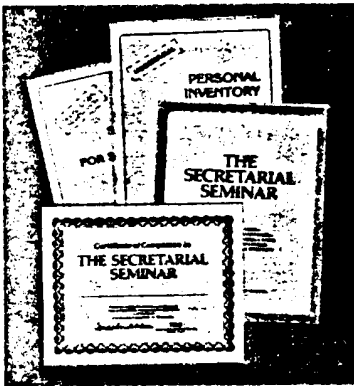
MONEY-BACK GUARANTEE

If you are not completely satisfied with the return on investment you get from any Keye Productivity Center seminar, your registration fee will be refunded in full — no questions asked.

What you can expect to learn

You will enhance your people skills

- Understand what makes you "tick"...and why others behave as they do
- Interact with those in authority comfortably and with confidence
- Handling aggressive and manipulative people
- Resolve problem situations without hurt feelings
- Avoid the "game playing" that leads to conflict
- 4 tips on how to handle chronic complainers and unreasonable people
- 5 ways to prevent misunderstandings through better listening skills



All seminar handbooks and CEU Certificate included in seminar fee.

Improving your value to yourself and your boss

- Recognize and eliminate the 8 most common boss-secretary frustrations

- How to present solutions—not problems—to your boss
- Organize yourself...your desk...your office...and your boss
- Working with different managers...and different managerial styles
- 5 tips on how to shoulder a greater share of your boss's responsibilities
- Anticipating your boss's needs
- Understand your role in coping with office politics and rumors
- Learn the 3 key steps to building a successful boss-secretary team
- Meeting the boss's needs for confidentiality and loyalty
- 8 sure-fire ways to "protect" your boss

Strategy for being well organized

- 6 proven ways to increase skills in personal organization to save time and increase productivity
- 4 easy ways to speed up paperwork processing
- Handling distractions and interruptions—visitors, telephone, others...
- Stick to your plans and avoid getting side-tracked
- 8 techniques to sharpen your skills in scheduling appointments and meetings
- "I need it NOW!"...handling deadline crises in the office

- Save time by setting priorities—what's important...and what's not
- 6 things you can do to run the office more efficiently

Managing yourself

- Hitting a happy balance between your working life and your home life
- Building poise and self-confidence
- 5 tips on how to enrich your personal time with friends and family
- Dealing with job pressure and stress—4 ways to be in control
- Making tomorrow better...by managing today!

EXTRA ACTION TIP:

Learn a proven fail-safe method for planning and setting priorities to control your time

YOU WILL TAKE HOME:

- A guidebook for future reference
- A confidential "personal inventory" to better understand yourself...and others
- Your specific target plans—a guide for future action
- A CEU Certificate of Participation

The SECRETARIAL SEMINAR will give you the tools you need to be of more value to your boss, your organization, yourself.

You'll be immediately able to apply dozens of new time-saving ideas—plan and organize your work more efficiently than ever before.

You'll learn to take each challenge as it comes your way—and enjoy a new feeling of growth and personal self-worth.

What makes this seminar stand out from all the others?

It gets right to the heart of what produces results. It extracts the wisdom and knowledge from countless years of practical business experience and puts it all in one easily understood package.

And furthermore, your presenter takes this tremendous amount of information and squeezes all of the essentials into just one fast-paced day... in an informative and interesting manner.

You can bet it never gets boring.



You'll start at 8:45 A.M. and finish by 4 P.M.

What are my savings?

THE SECRETARIAL SEMINAR will make you a double-winner—saving you both time and money.

This one-day seminar is jam-packed, up-to-the-minute, and on-target to meet the demands of your busy schedule.

It's not a textbook course—content and examples are straight out of today's real world... and the seminar is continuously updated as quickly as new business techniques and procedures are proven "under fire".

Save time. Save money. No way you can lose!

THE SECRETARIAL SEMINAR is presented with a no-strings-attached, Money-Back Guarantee. If you are not completely satisfied with the return on investment you get from this or any other Keye Productivity Center seminar, your registration fee will be refunded in full—with no questions asked.

So how can you lose? You can't. We guarantee it.

Will your investment pay off?

We know it will, for 4 reasons.

First, THE SECRETARIAL SEMINAR will help you master the 5 powerful skills behind every successful secretary.

Second, by mastering these skills you will double your worth to your boss... and to yourself.

Third, the people who've already attended tell us it was one of the most worthwhile investments they had ever made.

Finally, the investment itself is quite a bargain—just one workday and \$96 per person.

And since THE SECRETARIAL SEMINAR will be presented in your immediate area, there won't even be travel or lodging costs.

Baltimore, Md.	Oct 15
Baltimore, Md.	Oct 16
Baltimore, Md.	Nov 12
Cumberland, Md.	Oct 15
Hagerstown, Md.	Oct 16
Norfolk, Va.	Oct 16
Norfolk, Va.	Nov 15
Richmond, Va.	Oct 17
Richmond, Va.	Oct 18
Roanoke, Va.	Oct 18
Roanoke, Va.	Nov 16
Salisbury, Md.	Oct 15
Staunton, Va.	Oct 17
✓ Washington, DC (Arlington)	Oct 17
Washington, DC (Silver Spring)	Oct 18
Washington, DC (Arlington)	Nov 13
Washington, DC (Bethesda)	Nov 14

What is included in the \$96 fee?

Because THE SECRETARIAL SEMINAR contains more important ideas than anyone can be expected to remember, every person will take home a guidebook that includes all the seminar highlights, the how-to's, the steps, the plans of action, sample forms, your notes and personally completed exercises.

Everyone attending will also be awarded a CEU Certificate of Participation—a nationally recognized achievement in continuing education—at the conclusion of THE SECRETARIAL SEMINAR.

Here is a cross-section of companies who have sent attendees to our seminars...

Wang Laboratories	Houghton Mifflin Co.	Carrier A/C
Pepsi-Cola	A.B. Dick Co.	US Dept. of Agriculture
Holiday Inn	GTE Products Corp.	Goodwill Industries
United Parcel Service	Analogic Corp.	American Express
A.H. Robins	Roto Rooter	Nike Inc.
Dairy Queen/Brazier Stores	Ethan Allen	Nabisco Brands
Owens-Illinois	Howard Johnsons	Pitney-Bowes
American Red Cross	Yellow Page Marketing	Gino's Pizza
Hallmark Cards	Anchor Hocking	Texas Department of Health
Blue Cross/Blue Shield	Air Wisconsin	ADP
Coca Cola USA	Citicorp	Singer
McGraw Hill, Inc.	Boeing Co.	Rhode Island School of Design
Bell Flavors & Fragrances	Liquid Paper Corp.	The Salvation Army
McKesson Drug Co.	Adidas (shoe division)	Berman Moving & Storage
Gulf Oil Exploration & Production	Georgia-Pacific Corp.	Burger Chef Systems
Safeway Stores	Hardees	Quaker State Oil
American Heart Association	Caesars Boardwalk	Refining Corp.
		Mrs. Smith's Frozen Foods

You'll learn from—

Priscilla McPheeters

A dynamic speaker and experienced seminar leader, Priscilla has trained thousands of people coast-to-coast.

Following her formal education, she built an extensive background in health care, government, and private business, with positions at all levels. Priscilla knows how vitally important secretaries are in all areas of business — and



because she's trained (and listened to) thousands of secretaries

nationwide, she's considered an expert in helping secretaries boost productivity and be happier with their jobs.

She's witty, and charming, but most of all...enthusiastic... and she'll transmit that enthusiasm to you. At the end of the day, you'll be excited, ready to return to your job so you can put into practice all the terrific things you've learned.

THE SECRETARIAL SEMINAR IS COMING TO YOU!

Baltimore, Md	Oct 15	Holiday Inn-Inner Harbor	Roanoke, Va	Oct 18	Hotel Roanoke
Baltimore, Md	Oct 16	Holiday Inn-Inner Harbor	Roanoke, Va	Nov 16	Holiday Inn-Tanglewood
Baltimore, Md	Nov 12	Holiday Inn-Inner Harbor	Salisbury, Md	Oct 15	Wicomico Civic Center
Cumberland, Md	Oct 15	Holiday Inn of Cumberland	Staunton, Va	Oct 17	Holiday Inn-Downtown
Hagerstown, Md	Oct 16	Sheraton Inn	Washington, DC (Arlington)	Oct 17	Hyatt Regency-Crystal City
Norfolk, Va	Oct 16	Holiday Inn-Waterside Area Downtown	Washington, DC (Silver Spring)	Oct 18	Sheraton Inn-Washington NW
Norfolk, Va	Nov 15	Omni International Hotel	Washington, DC (Arlington)	Nov 13	Twin Bridges Marriott
Richmond, Va	Oct 17	Marriott Hotel	Washington, DC (Bethesda)	Nov 14	Holiday Inn of Bethesda
Richmond, Va	Oct 18	Marriott Hotel			

REGISTER NOW! CALL TOLL FREE 1-800-821-3919

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KEYE PRODUCTIVITY CENTER

P.O. Box 23192
Kansas City, MO 64141



BULK RATE
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\$96 AND ONE DAY CAN SHOW YOU HOW TO:

- Squeeze an extra 30 minutes out of each day
- Understand a problem associate
- Get others to do their share
- Differentiate between important and unimportant tasks

STAT Handle the tough problems others

- Be of more value to your boss

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